

<b>Job Title</b>	Probation Services Assistant	CL-23
<b>Occupational Group</b>	Operational Court Support	

### **Job Summary**

The Probation Services Assistant position provides non-hazardous duty office assistance and clerical/administrative support to probation officers, specialists, and supervisors in the pretrial, presentence, and supervision units. This position also assists administrative and management personnel when needed. Probation Services Assistants perform duties such as filing, copying, distributing mail, inputting data, answering phones, typing, formatting, researching records for collateral purposes, assembling reports and greeting visitors/clients.

### **Representative Duties**

Duties and responsibilities may include any or all of the following:

Provide clerical and administrative support to probation officers and to management personnel according to established policies and procedures to ensure consistency and quality control.

Schedule appointments as requested by officers and maintain court calendars for officers. Answer and screen telephone calls and visitors. Assist officers to make appropriate referrals as requested. Receive and process incoming and outgoing mail according to established procedures.

Research records for collateral purposes from law enforcement agencies, federal and state government offices, the courts, and other entities as needed. Initiates follow-up tasks to obtain requested collateral information in a timely manner. Local travel is required.

Research, obtain, and verify residential addresses, collateral requests for employment, education, medical treatment, credit reports, and social history information. Travel to other agencies to research and to collect data on defendants/offenders as needed. Prepare and send out verification requests by postal mail, electronically, or the incumbent may verify information by telephone.

Conduct research and collect data to assist officers and management personnel to prepare scheduled and ad hoc reports.

Composes routine correspondence to various agencies, institutions, and businesses to obtain and to verify defendant/offender criminal history information as directed.

Compose routine correspondence as directed. May prepare forms for review and signature as appropriate.

Conduct AOC\NCIC background checks as requested.

Preserve the integrity of all confidential client information.

Principal responsibility for data entry, maintenance, and ensure accuracy of defendant/offender information recorded in the PACTS database, which is the automated case tracking system.

Update all automated client data bases as appropriate to ensure consistency and uniformity for client records.

Create and maintain conventional (hard-copy) and automated filing systems. Close case files according to established procedures. Maintains the established file purging procedures. Identify and prepare client files for transfer to the records center.

Monitor supply inventories and notify appropriate personnel of low quantities. Inventories include drug treatment supplies, electronic monitoring equipment, as well as general office supplies.

May function as the receptionist for the office.

## **Factor 1 - Required Competencies (Knowledge, Skills, and Abilities)**

### **Probation, Pretrial Services and Law Enforcement**

Some knowledge of and familiarity with court protocol and proceedings. Some knowledge of the roles and functions of the federal probation and/or pretrial services offices. Some knowledge of the practices and procedures used in probation/ pretrial services processes, including some knowledge of the administrative requirements to support these activities. Some knowledge of the criminal justice system, particularly as it relates to federal Probation and Pretrial Policies and Procedures.

Some knowledge of automated/internet resources and systems available for conducting background checks, criminal histories, and other similar activities (such as the National Crime Information Center). Some knowledge of legal terminology. Ability to follow safety procedures. Be able to compile information (such as background checks and criminal histories) within established time frames. Be able to identify and resolve unusual problems for resolution, or referral to probation/pretrial officers. Ability to organize and prioritize work.

Ability to work under pressure of short deadlines. Ability to follow detailed instructions.

### **Judgment and Ethics**

Knowledge of and compliance with the *Code of Conduct for Judicial Employees* and court confidentiality requirements. Ability to consistently demonstrate sound ethics and judgment.

**Written and Oral Communication/Interaction**

Ability to interact and communicate effectively (orally and in writing) with people of diverse backgrounds, including law enforcement and collateral agency personnel at different governmental levels, community service providers, and offenders/defendants. Be able to effectively apply grammar, punctuation, syntax, and spelling rules. Be able to establish rapport with contacts at collateral agencies for the purpose of collecting information regarding offenders/defendants.

**Information Technology and Automation**

Skill in the use of automated equipment including word processing, spreadsheet, and database applications, and various other types of software. Ability to use computer software and database systems to perform record checks, compile criminal history information, and similar activities.

**Factor 2 - Primary Job Focus and Scope**

The primary focus of the job is to contribute to the smooth and efficient administration of the office by providing, in a support role, clerical and other related services, and serving as back-up for other administrative staff in the office. Errors in judgement or discretion can lead to incorrect or improper information being disseminated. Responding to competing priorities, maintaining confidentiality and handling persons tactfully are essential to providing quality administrative services in a courteous and efficient manner.

**Factor 3 - Complexity and Decision Making**

The work process is well defined. Other aspects of the work present challenges in handling a variety of persons, problems, and subject areas. Meeting required deadlines and maintaining concentration with continuous interruption is a demanding aspect of the job. Some judgment is often exercised in setting priorities; maintaining confidentiality; handling situations and persons tactfully; supporting the officer and management staff; and referring unusual circumstances to a more senior-level staff person or management.

Assembling and categorizing information for monthly reports or for entry into automated files is moderately complex. Working with a number of officers with different requirements and/or specialties adds to the complexity.

**Factor 4A - Interactions with Judiciary Contacts**

The primary judicial contacts are peers, other probation and pretrial services staff and other court unit staff, for the purposes of obtaining, verifying and transmitting information; conducting research; and maintaining accurate and up-to-date information in case files.

<b>Factor 4B - Interactions with External Contacts</b>
The primary external contacts are attorneys, law enforcement personnel, the general public, and outside agencies for the purposes of obtaining, verifying, and transmitting information and advising on proper procedures.

<b>Factor 5 - Work Environment and Physical Demands</b>
Work is primarily performed in a professional office setting. Local travel to divisional offices and to research/obtain information for collateral purposes is required. Moderate lifting is required for some regular tasks and when assembling records for transfer to storage.